



Irish Bookmakers Association

Retail Betting Sector

Standard Operating Procedures

October 2020

V 1.6

Coronavirus
COVID-19

Contents

Page No.

1.	Introduction	3
2.	What is COVID-19.....	4
3.	How COVID-19 is spread	4
4.	Key Control Measures.....	5
5.	Management Responsibilities	8
6.	Reactive COVID-19 duties	9
7.	Suspected & Confirmed Staff cases	10
8.	Communications	10
9.	Personal Responsibility	11
10.	Close Working at Counter	11
11.	PPE – Personal Protective Equipment.....	12
12.	Shop Entrance.....	12
13.	Shop Floor.....	13
14.	Toilet Facilities	13
15.	First Aid	14
16.	Deliveries	14
17.	Treatment of Waste.....	15
18.	Human Resource Management	15
19.	Return to Work after isolation or treatment	16
20.	Mental health and Wellbeing	16
21.	Additional Information	18
22.	Appendix 1 – Cleaning schedule	19
23.	Appendix 2 – Self declaration	20

1. Introduction

Paramount to the operation of betting shops during the COVID-19 pandemic, is to ensure the safety of staff and customers while minimising the spread of the virus. As Ireland is now on Level 3 of the Living with Covid-19 plan, we have updated these procedures to reflect the latest measures that have been introduced.

These procedures are designed to complement your existing health and safety requirements and not to replace them. Staff and customers should be reminded at every opportunity that their behaviour and adherence to these guidelines is essential to protect staff, customers and their own families and friends.

Application of these procedures should be done on a best endeavour basis, considering the shop size, facilities, conditions and operators' own risk assessment. They should be edited on a shop by shop basis to address localised risks. Management should monitor the implementation and compliance with these procedures alongside their own site-specific procedures.

This document will be reviewed and updated regularly, while taking into consideration the latest Government advice and any further COVID-19 developments.

This plan, association training videos and all information provided, is for your information purposes only and not intended as a substitute for members carrying out a full risk assessment and review of their business. All members should seek their own independent professional advice before utilising or relying upon any information contained in this document or associated videos.

					
Wash	Cover	Avoid	Clean	Stop	Distance
your hands well and often to avoid contamination	your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue	touching eyes, nose, or mouth with unwashed hands	and disinfect frequently touched objects and surfaces	shaking hands or hugging when saying hello or greeting other people	yourself at least 2 metres (6 feet) away from other people, especially those who might be unwell

2. What is COVID-19

COVID-19 is a new illness that can affect your lungs and airways. It is caused by a virus called coronavirus.

It can take up to 14 days for symptoms of coronavirus to appear. They can be similar to the symptoms of cold and flu.

Common symptoms of coronavirus include:

- a fever (high temperature - 38 degrees Celsius or above)
- a cough - this can be any kind of cough, not just dry
- shortness of breath or breathing difficulties
- [loss or change to your sense of smell or taste](#)

3. How COVID-19 is spread

You can get the virus if you come into close contact with someone who has the virus. It is spread through droplets that come from your nose and mouth. For example, from someone who is talking loud, singing, shouting, coughing or sneezing.

You can also get the virus from surfaces, for example, when someone who has the virus sneezes. Droplets containing the virus can fall onto surfaces around them. If you touch that surface and then touch your eyes, nose or mouth, you could become infected too.

Simple household disinfectants can kill the virus on surfaces.

4. Key Control Measures

Detailed guidance is provided throughout this document, but the following measures should be observed at a minimum;

- **COVID-19 Lead worker representative**

Adherence to these procedures will only be achieved if employers and workers have a shared responsibility to implement these measures in their place of work. A collaborative approach to the implementation of the protocol is essential to achieve success and maximum buy-in. Each workplace will have at least one lead worker representative charged with ensuring that COVID-19 measures are strictly adhered to in their place of work. The person(s) undertaking the role will receive the necessary training and have a structured framework to follow within the organisation to be effective in preventing the spread of the virus

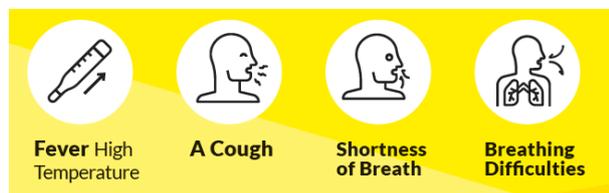
- **Induction training**

Employers will provide a COVID-19 induction training module for all workers in advance of recommencing work. This training will include the latest up to-date advice and guidance on public health: what a worker should do if they develop symptoms of COVID-19; details of how the workplace is organised to address the risk from COVID-19; an outline of the COVID-19 response plan; identification of points of contact from the employer and the workers; and any other sector specific advice that is relevant.

- **Symptoms**

Should any member of staff or customer appear to have any of the following symptoms, immediate action will be required;

- ❌ Fever
- ❌ Cough
- ❌ Shortness of breath
- ❌ Breathing difficulties
- ❌ Loss or change to your sense of smell or taste



Operators must ensure that adequate signage displaying information on the signs and symptoms of COVID-19 are visible.

- **General Health**

Personnel living with 'at risk groups' must consider if there is a heightened risk from attending work. For a list of 'at risk groups' please visit HSE.ie. If you are in a 'high risk' group, you need to inform your employer before returning to work.

- **Travel**

Any member of staff that has returned from an overseas trip must have completed a 14-day isolation period before starting work. Once no symptoms have developed during that time, they will be able to return to work.

During level 3, use of public transport is limited to essential workers or purposes only. Face coverings must be worn.

- **Hand Hygiene**

Follow this advice as strictly as possible and encourage others to follow this advice too;

- ✘ Ensure hand washing and sanitisation facilities are available for staff and customers
- ✘ Wash your hands properly and often, and in particular:
 - ✘ after coughing and sneezing,
 - ✘ before and after eating,
 - ✘ before and after preparing food,
 - ✘ if in contact with someone who is displaying any COVID-19 symptoms,
 - ✘ before and after being on public transport (if using it),
 - ✘ before and after being in a crowd,
 - ✘ when arriving and leaving the workplace/other sites,
 - ✘ before having a cigarette or vaping,
 - ✘ when hands are dirty,
 - ✘ after toilet use.
- ✘ Put used tissues into a bin and wash your hands.
- ✘ Clean and disinfect frequently touched objects and surfaces.
- ✘ Cover your mouth and nose with a tissue or your sleeve when you cough and sneeze.
- ✘ Avoid touching your eyes, mouth, or nose
- ✘ Ensure hand washing instructions are clearly visible



Keep your hands in good condition. Moisturise them often. Any basic product that is not perfumed or coloured is OK.

- **Social distancing**

Social (or Physical) distancing is important to help slow the spread of coronavirus and prevent you from contracting the virus. It does this by minimising contact between potentially infected individuals and healthy individuals. It is important that customers do not remain in your store for longer than is necessary to place and collect their bets.

You should:

- ✘ Ensure maximum number of customers per store has been established
- ✘ Provide a method for shop staff to monitor and manage maximum number of customers
- ✘ Remind customers to place and collect their bets quickly and avoid remaining in the shop for longer than is necessary

- ✘ Keep a space of 2 metres (6.5 feet) between staff and between customers
- ✘ Do not shake hands or make close contact with other people, if possible, ensure any computer terminals are located over 2 metres apart and/or have Sneeze guards or PPE in place where needed
- ✘ Organise workers into teams who consistently work and take breaks together. The teams should be as small as is reasonably practicable in the context of the work to be done,
- ✘ Organise breaks in such a way as to facilitate maintenance of physical distancing during breaks
- ✘ Reorganise and rearrange working and break areas where possible. For example, placing tables and chairs far enough apart in canteens
- ✘ Consider closing canteen facilities if public health measures including social distancing cannot be facilitated.
- ✘ Prevent gatherings of workers in the workplace at the beginning and end of working hours
- ✘ Keep main doors open where possible to reduce people handling doors, handles etc..
- ✘ Implement a queue management system with correct distance markings to avoid queues at counters
- ✘ Ensure provision of Sanitisation products and paper towels
- ✘ Provide face coverings and alert customers to the fact that face coverings are mandatory in your store



Remember: Social Distancing is everyone's responsibility

• Cough Etiquette / Respiratory Hygiene

Remind people to cough / sneeze into sleeve or elbow, always cover up and dispose of tissues. Avoid touching eyes, nose or mouth with unwashed hands.

It would be helpful to include regular audio announcements and screen announcements about the various measures to adhere to when in store.

Employers must:

- provide tissues as well as bins/bags for their disposal.
- empty bins at regular intervals.
- provide advice on good respiratory practice.



- **Cleaning**

Ensure shop is stocked with cleaning materials and disinfectant. Clean and disinfect all work surfaces and counters that are touched by customers and staff regularly, including;

- ✘ Door handles and push plates
- ✘ Handrails
- ✘ Customer counters, leaner rails and shelves
- ✘ Food preparation and eating surfaces in any staff kitchens
- ✘ Communications equipment
- ✘ Keyboards, printer control panels and other office equipment
- ✘ Taps and washing facilities
- ✘ Any Sneeze guards
- ✘ Computer terminals/screens
- ✘ Refreshment areas
- ✘ Toilet flush and seats
- ✘ Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day
- ✘ Remove used pens/dockets regularly and treat/dispose as guided by management

- **Handling of Cash**

There is no evidence of a risk of contracting the virus that causes COVID-19 by handling money. The best way to protect yourself is to use good hand hygiene and respiratory hygiene. If contactless methods of payment are available such as debit card machines, customers should be encouraged to use those.

Frequently wash and disinfect your hands when handling cash.

5. Management Responsibilities

For the purposes of this document, anyone with supervisory responsibilities in a shop are classified as management. Management must ensure;

- ✘ That all staff have been trained in COVID-19 Standard Operating Procedures.
- ✘ Compliance with these procedures before and during hours of operation.
- ✘ That all Hygiene and Sanitisation services are available throughout shop.
- ✘ Face coverings are available and strongly promoted in the shop.
- ✘ That there is sufficient up to date signage visible around the shop.
- ✘ Social distancing measures are being adhered to by staff and customers and take immediate action when not.
- ✘ Guide and assist staff throughout working hours to ensure they are compliant with the requirements.
- ✘ Regular shop inspections to ensure all facilities are in place, stocked and that regular cleaning of all areas is taking place.

- ✘ To maintain log of COVID-19 cleaning, see appendix 1.
- ✘ To maintain a log of any COVID-19 related issues.

6. Reactive COVID-19 duties

While the main objective of management is to prevent the spread of COVID-19 onsite and to keep both staff and customers safe, there is always potential for an individual in a shop (worker, visitor or customer) experiencing COVID-19 symptoms. When this occurs, shop manager or must react swiftly, actions should include;

- ✘ Identify a designated isolation area in advance. It is possible this may have to be outside the shop. The designated area and the route to the designated area should be easily accessible and as far as is reasonable and practicable should be accessible by people with disabilities.
- ✘ Take into account the possibility of one or more persons displaying the signs of COVID-19 and have additional isolation areas available or another contingency plan for dealing with same, where possible.
- ✘ Ensure the designated area has the ability to isolate the person behind a closed door. Where a closed door area is not possible, the employer must provide for an area away from other workers. This may have to be outside of the shop.
- ✘ Provide as is reasonably practicable:
 - Ventilation, i.e. via a window,
 - Tissues, hand sanitiser, disinfectant and/or wipes,
 - PPE; gloves, face coverings,
 - Clinical waste bags.
- ✘ Isolate an individual with symptoms in an isolation room/segregated area or outside of shop to keep them away from other personnel and customers until they can leave.
- ✘ Provide a face covering for the person presenting with symptoms. The worker attending the person presenting with symptoms, should wear a face covering too.
- ✘ Assess whether the unwell individual can immediately be directed to go home and call their doctor and continue self-isolation at home.
- ✘ Facilitate the person presenting with symptoms remaining in isolation if they cannot immediately go home and facilitate them calling their doctor. The worker assisting with person displaying symptoms, should avoid touching people, surfaces and objects.
- ✘ Advice should be given to the person presenting with symptoms to cover their mouth and nose with the disposable tissue provided when they cough or sneeze and put the tissue in the waste bag provided.
- ✘ Arrange transport home or to hospital for medical assessment. Public transport of any kind should not be used.
- ✘ Arrange for appropriate cleaning of the isolation area and work areas involved.
- ✘ Informing senior management if there is a confirmed case or if they have been made aware of an individual with COVID-19 symptoms.
- ✘ Carry out an assessment of the incident which will form part of determining follow-up actions and recovery.
- ✘ Assisting authorities in contact tracing should there be a confirmed case of COVID-19.

Additional advice on dealing with a suspected case is available from the NSAI:

<https://www.n sai.ie/images/uploads/general/NSAI-Guidelines-for-COVID-19-2020-04-09.pdf>

7. Suspected & Confirmed Staff cases

If a confirmed case is identified in your workplace, the HSE will provide the relevant staff with advice. Staff who have not had close contact with the original confirmed case do not need to take any precautions and can continue to attend work.

Those who have had close contact will be asked to stay at home for 14 days from the last time they had contact with the confirmed case and follow the home isolation information sheet.

Close Contact is defined by the HSPC as being anyone who has spent more than 15 minutes, face-to-face, within two meters of a person with coronavirus in any setting, for example anyone living in the same household or someone who has shared a closed space with a confirmed case for more than two hours.

Close contacts will be;

- ✘ Actively followed up by the HSE.
- ✘ If they develop new symptoms or their existing symptoms worsen within their 14-day observation period they should call their doctor for reassessment.
- ✘ If they become unwell with cough and/or fever they will be tested for COVID-19.
- ✘ If they are unwell at any time within their 14-day observation period and they test positive for COVID-19 they will become a confirmed case.

8. Communications

It is important that employers have a robust communication strategy in place to prevent rumour and misinformation and to:

- Provide up-to-date reliable information to employees.
- Provide up-to-date reliable information to suppliers and customers.
- Clarify the company's procedures and policies.
- Ensure central visibility regarding resourcing and operational needs.
- Provide up-to-date signage in appropriate locations.

This can involve a cross functional team comprising key areas of a business or be a single appointment depending on the complexity of your organisation.

9. Personal Responsibility

We have a small window of time right now, where we can really have an influence over how bad this Pandemic gets.

All control measures and procedures are in place for staff and customer protection. Please ensure you read these and understand them before attending work. Individuals must take personal responsibility to adhere to all these procedures and to advise management of any symptoms or concerns immediately.

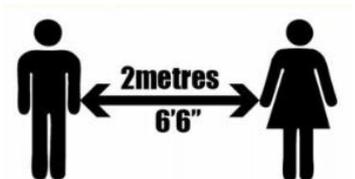
The faster you act the safer you and your colleagues/customers will be.



10. Close Working at Counter

It is preferable to eliminate all instances of working within 2 metres, by separating EPOS points, extending counter, etc. Where this is not possible, the following additional procedures should be implemented;

- All non-essential personnel should be encouraged to work from home (e.g. IT support, admin).
- Encourage meetings via Online meetings.
- Keep workstations and surfaces clean and wipe with disinfectant regularly
- Ensure hand sanitizers are available.
- Treat used customer pens as directed by management.
- Erect a physical barrier such as Perspex or Flexi-glass between workers and on the counter between customer and worker, where possible, or provide face coverings where this is not possible.
- Maintain as much distance as is reasonably practicable.
- Additional PPE should be available for staff, such as face covering, full face visor, gloves, etc.. in line with public health advice.
- PPE needs to be regularly inspected, cleaned, maintained and replaced as necessary.
- Enforce regular hand washing/sanitisation.
- Avoid sharing objects such as cups, pens, keyboards, phone etc. without sanitisation.
- Consider forced ventilation for restricted confined spaces.



Note: wearing of face coverings is not a substitute for other measures outlined above. However, if face coverings are worn they should be clean and they should not be shared or handled by other colleagues. Employers and workers should keep up to date with the latest Public Health advice issued in regard to coverings by Gov.ie/NPHET

11. PPE – Personal Protective Equipment

While correctly using PPE can help prevent some exposures, it should not take the place of other preventative measures as outlined above. Examples of PPE include gloves, face coverings, goggles, respiratory protection. When using PPE;

- Full hygiene compliance as set out above should be applied and maintained in all circumstances.
- PPE must be selected based on the hazard to the worker.
- Employers must provide PPE to workers in accordance with identified COVID-19 exposure risks and in line with Public Health Advice.
- Workers should be trained in the proper use, cleaning, storing and disposal of PPE.
- Gloves are generally not required for infection prevention and control purposes. Where gloves are necessary or used, they must not be considered a substitute for hand hygiene and hands must be cleaned whenever gloves are removed.
- PPE needs to be consistently and properly worn when required. In addition, it must be regularly inspected, cleaned, maintained and replaced as necessary.

Further information on PPE is available at:

https://www.hsa.ie/eng/Topics/Personal_Protective_Equipment_-_PPE/.

12. Shop Entrance

The potential for cross contamination is higher at shop entry and exit points, where the area is a lot smaller and the possibility for 2m distancing is difficult. There are also additional risks with customers touching the door or handle. If the shop is operating at a maximum number of persons at any one point in time, this also adds a complexity to be considered.

Operators should consider;

- ❌ Keep doors open where possible, to reduce instances of contact with door and handles.
- ❌ Operate a door buzzer to control amount of people entering the premises if required/possible.
- ❌ Ensure sanitising stations are available at the door and that customers sanitise upon entry and exit.
- ❌ Ensure regular cleaning of any doors or handles and sanitisation area/table.
- ❌ Introduce a predefined In-Out system at door where possible.
- ❌ If possibility of queues outside of shop, clearly mark distancing requirements on side of building or on path where permitted. Monitor closely so as not to cause difficulties for public outside your shop.
- ❌ Signage should be placed outside the store regarding numbers allowed in, sanitisation upon entrance, acceptable behaviour towards staff, advising that use of face coverings is mandatory, etc.



Thorough and regular cleaning of frequently touched surfaces is essential. If disinfection is required it must be performed in addition to cleaning, never as a substitute for cleaning.

13. Shop Floor

The shop floor can also pose some issues for operators to control. It is particularly important that the size of the floor area has been established per shop, so that an operator will know the maximum number of people the shop can contain at any one time to allow Social distancing to operate correctly.

- ✘ Each operator will need to introduce signage around walls, floors and possibly suspended from ceiling, to outline the 2m social distancing that customers should maintain from each other and staff.
- ✘ Signage should be provided to alert customers that the use of face coverings is mandatory
- ✘ Customers should be alerted to place bets well in advance of events to ensure they are able to get their bets on in time, as social distancing measures will be in place at the shop counter and they may have to queue.
- ✘ Customers should be advised not to use loose docketts on counter, and to only take docketts from dispensers or from staff at the counter.
- ✘ Customers should be advised not to use any loose pens lying around the shop, and to only take pens from dispensers or from staff at the counter.
- ✘ Ensure there are sufficient rubbish bins on shop floor.
- ✘ Ensure adequate ventilation.
- ✘ Ensure there are sufficient sanitisation facilities and paper towels around shop for customers.
- ✘ Ensure shop floor area is cleaned and sanitised regularly.
- ✘ Have face coverings available for use by staff and customers.
- ✘ Staff must wear face coverings while out on shop floor.

14. Toilet Facilities

The following procedures should be applied to Staff and Customer toilet facilities when in use;

- ✘ Restrict the number of people using toilet facilities at any one time to ensure there is a social distance of 2m maintained while using the toilet facility. Ideally limiting to one at a time.
- ✘ Implement appropriate COVID-19 hygiene regime.
- ✘ Cleaning should be performed at least twice per day and whenever facilities are visibly dirty.
- ✘ Ensure soap and hand washing pictorial guides are clearly visible.
- ✘ Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.
- ✘ Ensure regular cleaning as per cleaning schedule.

15. First Aid

Most betting shops would contain a First Aid box. Additional PPE equipment may be needed. Standard infection control precautions are to be applied when responding to any first aid or COVID-19 incident in the workplace. Measures to include;

- ✘ Hand washing with warm water and soap or an anti-bacterial hand gel/wash must be performed before and after providing any first aid treatment.
- ✘ Any individual presenting with symptoms consistent with COVID-19 should be treated as a suspected case. In such cases,
 - move individual to a first aid room / isolated room / exterior of shop to minimise risk of infection to others.
 - allow one First Aid Responder to provide support or treatment, where practical.
 - Additional PPE such as face covering, goggles, etc. should be worn by First Aid Responders when where close contact cannot be avoided.
 - There should also be a face covering available to give to person if they are displaying symptoms consistent with COVID-19 to limit droplet dispersion.
- ✘ If you believe a person has experienced a cardiac arrest, do not listen or feel for breathing by placing your ear and cheek close to the person's mouth.
- ✘ Persons with minor injuries (cuts, abrasions, minor burns) - where practical, a First Aid Responder should avoid close contact and should advise the injured party what steps to take in treating their own injury.
- ✘ No reusable equipment should be returned to use without being cleaned and disinfected appropriately.
- ✘ First Aid Responder must ensure that the face covering covers both the mouth and nose and is fitted correctly to create an adequate seal to the face.
- ✘ Operators should replenish PPE stock as needed.

16. Deliveries

Deliveries will be unavoidable during COVID-19 for some operators, but there are measures you can introduce to increase safety of your staff and customers from deliveries. These measures include;

- ✘ Ensure that all delivery transactions enforce physical distancing.
- ✘ All deliveries must be planned in advance, with allocated times, preferably outside of shop opening times.
- ✘ Make arrangements for paperless delivery acceptance and acknowledgements with suppliers.
- ✘ Ensure that hand washing and disinfectant facilities are available conveniently.
- ✘ Ensure your staff wash and disinfect hands before and after deliveries.
- ✘ Ensure face covering is worn by delivery operators if they must enter your shop.

17. Treatment of Waste

Waste from cleaning possible cases of COVID-19 (including disposable cloths and tissues):

- ✘ Should be put in a plastic rubbish bag and tied when full.
- ✘ The plastic bag should then be placed in a second bin bag and tied.
- ✘ It should be put in a suitable and secure place and marked for storage until the individual's test results are known.
- ✘ If the individual tests negative, this can be put in with the normal waste.
- ✘ If the individual tests positive, then store it for at least 72 hours and put in with the normal waste.

18. Human Resource Management

Operators should Appoint a COVID-19 Lead worker representative to ensure that employees are familiar with the COVID-19 requirements and comply with them during this period. A deputy may also be appointed. Operators should;

- ✘ Develop a plan for the continuity of leadership in the event of absence of key decision makers and executives.
- ✘ Consider flexible work arrangements for employees, including working from home.
- ✘ Review employee management policies such as absenteeism, sick leave, overseas travel, workplace closure and recall of non-critical employees and their families from affected countries.
- ✘ Obtain a health and travel declaration from employees.
- ✘ Defer all non-essential travel. Routinely check the HSE website for the latest updates on the coronavirus situation so that an informed decision can be made on whether to proceed with business travel plans.
- ✘ If business travel is unavoidable and alternative options such as teleconferencing and video-conferencing are not possible, employers should arrange for their employees to consult a doctor for travel health advice prior to travel. For necessary work-related trips, the use of the same vehicles by multiple workers is not encouraged. The number of workers who share a vehicle – simultaneously or consecutively – should be kept to a minimum as far as is reasonably practicable, for example by assigning a vehicle to a fixed team. Face coverings should be worn if sharing a vehicle to or from work.
- ✘ Employees presenting symptoms of COVID-19 shall be instructed to self-isolate for 14 days and contact a GP for further health advice.
- ✘ All suspected and confirmed cases must be treated confidentially and sensitively.
- ✘ During self-isolation, consider flexible work arrangements, such as working from home.
- ✘ Employees returning to work following self-isolation require health clearance and should be monitored closely for 14 days.
- ✘ Check on employees' health by phone or email during their absence from work.
- ✘ If an employee is absent due to a fear of contracting the virus an employer must consider the risks and consider whether the employee is a vulnerable employee.

- ✘ Where there is no increased risk for the employee, the employer can request them to attend work. An employee who continues to be absent from work in these circumstances may be subject to disciplinary action for unauthorised absence, in line with the retailer's policy.
- ✘ Make available the necessary public health advice from the HSE and other sources.
- ✘ The lead worker representative appointed should be involved in communicating the health advice around COVID-19 in the workplace.

19. Return to Work after isolation or treatment

Employees should only return to work after a 14-day period of self-isolation or hospital treatment once they have official medical clearance. They must keep their manager or COVID-19 Lead worker representative informed of their progress and potential return to work date.

When an individual is symptom-free and are deemed fit to return to work, the key criteria to be met are (14 days since their last close contact with a confirmed/suspected case and have not developed symptoms in that time, or 14 days since the onset of their symptoms and 5 days since their last fever (high temperature), or they have been advised by a GP or healthcare provider to return to work)

- ✘ Complete and return the pre-return to work form before they return to work.
- ✘ Inform their employer if there are any other circumstances relating to COVID-19, not included in the form, which may need to be disclosed to allow their safe return to work.
- ✘ Participate in any induction training provided by the employer on their return to the workplace.
- ✘ Complete any temperature testing if implemented

Where an employee cannot provide a GP or HealthCare worker fitness for work certificate, they should self-declare their fitness for work.

20. Mental health and Wellbeing

The spread of COVID-19 (Coronavirus) is a new and challenging event. Everyone's lives and daily routines are affected by the measures that have been introduced to disrupt the spread of the virus and keep us all safe.

It's normal to be worried or to feel stressed during this difficult time, but there are many things we can do to help us mind our mental health and wellbeing. When people return to work, they may have gone through traumatic events such as the serious illness or death of a relative or friend or be experiencing financial difficulties or problems with their personal relationships.

Workers who are returning to the workplace after a period of isolation are may have concerns about the risk of infection or changes to their job due to the implementation of measures to prevent the spread of COVID-19.

All of the measures in this document are designed to make your return to work a little easier and safer. There are many additional resources available to you, should you be experiencing any stress or worry;

- ✘ Health and Safety Authority on work related stress at:
https://www.hsa.ie/eng/Topics/Workplace_Stress/
- ✘ Free online risk assessment tool for addressing work related stress at
<https://www.workpositive.ie>
- ✘ The Government’s “In This Together Campaign” also provides information on minding one’s mental health as well as tips on staying active and connected and may be useful for use by employers and workers: <https://www.gov.ie/en/campaigns/together/?referrer=/together/>

21. Additional Information

Health Service Executive	www.hse.ie
Health & Safety Authority	www.hsa.ie
IDA Ireland	www.idaireland.com
Enterprise Ireland	www.enterprise-ireland.com
Government of Ireland	www.gov.ie
COVID-19 Artwork	https://www.gov.ie/en/collection/02cd5c-covid-19-information-resources/
Incident Management	https://www.hse.ie/eng/about/qavd/incident-management/
Introducing after action review AAR	https://hse-search.squiz.cloud/s/redirect?collection=hse-meta&url=https%3A%2F%2Fwww.hse.ie%2Feng%2Fabout%2Fqavd%2Fincident-management%2Fintroducing-after-action-review-aar-within-services%25202019-ocx&auth=LsgHXoN7LYqbKPFfU59Jyw&profile=www&rank=1&query=after+action+review+aar+within+services
Quality Improvement Toolkit Tool 15: After action review (AAR)	https://hse-search.squiz.cloud/s/redirect?collection=hse-meta&url=https%3A%2F%2Fwww.hse.ie%2Feng%2Fabout%2Fwho%2Fqid%2Fnationalsafetyprogrammes%2Fnational-qi-tool-15-after-action-review-aar-.docx&auth=K8DEfRor%2FT9RsSYY1YGK7A&profile=www&rank=1&query=15+after+action
Health Protection Surveillance Centre	www.hpsc.ie
COVID-19 Guidance for the Business and Retail Sector	https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/employeremployeesguidance/
European Centre for Disease Prevention and Control	www.ecdc.europa.eu
Best practice recommendations for conducting after-action reviews to enhance public health preparedness	https://www.ecdc.europa.eu/en/publications-data/best-practice-recommendations-public-health-preparedness
Safe use of personal protective equipment in the treatment of infectious diseases of high consequence	https://www.ecdc.europa.eu/en/publications-data/tutorial-safe-use-personal-protective-equipment
Interim guidance for environmental cleaning in non-healthcare facilities exposed to SARS-CoV-2	https://www.ecdc.europa.eu/en/publications-data/interim-guidance-environmental-cleaning-non-healthcare-facilities-exposed-2019
National Disability Authority	www.nda.ie
Access Handbook Template: A Tool to Help Manage Accessibility of the Built Environment	http://nda.ie/nda-files/Access-Handbook-Template1.pdf
Food Safety Authority of Ireland FAQ's	https://www.fsai.ie/faq/coronavirus.html
DBEI COVID-19 Business Supports	https://dbei.gov.ie/en/What-We-Do/Supports-for-SMEs/COVID-19-supports/Government-supports-to-COVID-19-impacted-businesses.html
DBEI Physical Distancing Graphics	https://www.gov.ie/en/publication/472f64-covid-19-coronavirus-guidance-and-advice/#physical-distancing-graphics
Guide on Business Continuity Planning for 2019 novel coronavirus	www.enterprisesg.gov.sg/2019-ncov

22. Appendix 1 – Cleaning schedule

Please contact IBA for editable version

IBA -COVID-19 Draft Shop cleaning schedule						Weekending:	
Task	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Shop Entrance & Floor	<i>Please initial when all tasks completed at scheduled times</i>						
Door handles, Handrails and push plates							
Customer counters, Leaner rails and shelves							
Sneeze guards							
SSBT's							
Touchscreen terminals, keypads							
Bins							
Sanitiser areas							
Tea/Coffee area							
Pens							
Floors							
Replenish Santiser, Gloves, Towels							
Toilets							
Toilet flush and seats							
Door handles							
Sinks							
Bins							
Floors							
Replenish Santiser, Gloves, Towels							
Staff areas							
Door handles							
Counters and shelves							
Sneeze guards							
Keyboards, Monitors, printer control panels and any other office equipment							
Food preparation, counters, tables, chairs and eating surfaces in any staff kitchens							
Toilet - flush handles and seats, sinks, taps, doors, bins							
Communications equipment							
Replenish Santiser, Gloves, Face masks, Towels							

COVID-19 Cleaning Schedule - Irish Bookmakers Association

23. Appendix 2 – Self declaration

Please contact IBA for editable version. This form should be completed by all employees at least 3 days in advance of their return to work.



Irish Bookmakers Association

COVID-19 Self-Declaration

To assist and improve the safety of you, your colleagues, families, and friends while working with us, can you please complete the following self-declaration at least 3 days before your scheduled return to work date. Please answer each question;

Question	Yes	No
1 Do you have symptoms of cough, fever, high temperature, sore throat, runny nose, breathlessness or flu like symptoms now or in the past 14 days?		
2 Have you been diagnosed with confirmed or suspected COVID-19 infection in the last 14 days?		
3 Are you a close contact of a person who is a confirmed or suspected case of COVID-19 in the past 14 days (i.e. less than 2m for more than 15 minutes accumulative in 1 day)? Y		
4 Have you been advised by a doctor to self-isolate at this time?		
5 Have you been advised by a doctor to cocoon at this time?		
6 Have you returned to Ireland from any other country in the last 14 days? If yes, where:		

I confirm that I have answered the above questions truthfully, based on my current condition. I commit to advising shop management and excluding myself from the shop if this situation changes. I understand that I may not return to work for relevant period, if I have to answer yes to any of the above questions.

Name: _____ Date: _____

Signature: _____

Data Protection - The data requested in this form will be and retained as part of your personnel record for the appropriate period of time and will be subject to audit. We will treat all information and personal data you give according to our GDPR and the Data Protection Policy.